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ABSTRACT

This booklet provides basic information on career counseling for deaf postsecondary students, and lists voice and TTY numbers for various federal resources related to the Americans with Disabilities Act. It also provides definitions of such terms as "reasonable accommodation" and "essential job functions." Basic information is provided on deafness and hearing loss, including factors affecting communication, modes of communication, basic principles of communication, general communication strategies, and services and technologies available to bridge the communication gap. Five tips for career counselors working with deaf or hard of hearing students include working closely with the school's disability services office, having available and trained staff in TTY usage, and coordinating appropriate accommodations such as interpreting and captioning services. (DB)

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EXCELLENCE IN CAREER COUNSELING:

IMPROVING SERVICES TO STUDENTS

WHO ARE DEAF OR HARD OF HEARING

Produced by The Southern California Outreach Center
At El Camino College
An Affiliate of WROCC*

*Western Region Outreach & Consortia, National Center on Deafness, California State University Northridge.
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El Camino Community College District

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SOUTHERN CALIFORNIA OUTREACH CENTER
AT EL CAMINO COLLEGE
AN AFFILIATE OF WROCC*

Dear Viewer:

We hope that this video, "Excellence in Career Counseling: Improving Services to Students Who Are Deaf or Hard of Hearing" will provide you with basic and useful information. Enclosed is a brief list of resources, definitions and information on deafness and hearing loss.

We strongly urge you to seek further, in-depth, information via the PEPNet Resource Center (see Resource list). Their web site offers an excellent self-education component on Deaf Awareness.

We also urge you to contact the National Technical Institute on Deafness (NTID) at Rochester Technology Institute for the Deaf (RTID).

RESOURCES

National Center on Deafness
California State University, Northridge
18111 Nordhoff Street
Northridge, CA 91330-8267

Email: prc@csun.edu

Phone: (818) 677-2611 (V/TTY)

FAX: (818) 677-4899

Web Site: <http://www.pepnet.org> and go to "Resource Center"

The PEP Net Resource Center (PRC) provides information, materials and technical assistance to postsecondary institutions serving people who are deaf and hard of hearing.

An extensive catalog of materials (such as books, videotapes, periodicals, documents, academic research, training modules and etc.) is available. Also included in information on where to locate various resources, referrals and technical assistance.

Americans With Disabilities Act (ADA):

- **Disability and Business Technical Assistance Centers:**
Toll-Free Number for regional centers: 800-949-4232(V/TTY)
- **Disability Rights Education and Defense Fund:** 800-466-4232(V/TTY)
- **Equal Employment Opportunity Commission:**
800-669-3362(V)
800-800-3302(TTY)
- **Job Accommodation Network:** 800-526-7234(V/TTY)
- **President's Committee on Employment of
People with Disabilities Info Line: ADA Work:** 800-232-9675(V/TTY)
- **The Foundation on Employment and
Disability:** 800-499-4232(V)
800-499-0599(TTY)
- **U.S. Department of Justice
ADA Hotline** 800-514-0301(V)
800-514-0383(TTY)

DEFINITIONS

- **Reasonable Accommodation:** Any change of adjustment to the job application process; a job; or work environment that permits a qualified applicant of employee with a disability to participate in the job application process, or to perform the essential functions of a job.
- **Qualified Individual with a Disability:** The ability to perform essential job functions, with or without reasonable accommodation.
- **Essential Job Functions:** The position exists to perform the function; a limited number of employees can perform the function; and/or may be highly specialized (the person is hired for their expertise). Evidence of an essential function includes, but is not limited to: the employer's judgment; written job descriptions prepared before advertising or interviewing; amount of time spent performing the functions; consequences of not requiring the incumbent to perform the function; work of past incumbents; an/or current work of incumbents in similar jobs.
- **Marginal Job Functions:** Any task considered to be a peripheral, incidental, or a minimum part of a job; tasks easily transferred to another employee without hurting the employer's business.
- **Undue Hardship:** Making a reasonable accommodation would be a significant difficulty or expense. The nature and net cost of the accommodation and the availability of tax credits and deductions must be considered. The overall financial resources of the business are taken into account. Possible alternative accommodations that would be less costly also need to be considered if they meet the accommodation need of the individual with a disability.

DEAFNESS AND HEARING LOSS

- Hard of Hearing: Hearing is limited, but maybe amplified for access to some ordinary life experiences. The amount of usable, or residual, hearing varies greatly from person to person. Some hard of hearing individuals may hear sounds and voices but may not be able to discriminate sounds and speech.
- Deaf: Sound has no meaning for ordinary life purposes. A deaf individual may be able to hear very loud noises such as traffic noises, etc.
- Hearing Aids: Amplify sounds but do not make them clearer.
- Factors Impacting Communication:
 - Severity of hearing loss: amount of usable hearing
 - Onset of hearing loss or deafness: congenital or acquired
 - Family: hearing family or deaf family; level of support
 - Education: level of education; type of school
 - Language Used: American Sign Language (ASL), English, Signed English, Pidgen Signed English, SEE, Foreign Language and/or Signs, etc.

- Modes of Communication:

- Write or type conversation
- Speech Read
- Interpreter (Sign Language, Oral or Tactile)
- Assistive Listening Devices (ALDs)
- Real Time Captioning, C-Print, TypeWell

- Basic Principles of Communication:

- Attitude is the key. See each deaf and hard of hearing person as a complete and complex individual. Be welcoming, sensitive and courteous. Use common sense.
- Both hearing individuals and non-hearing individuals must take responsibility of promoting and ensuring effective communication.
- Accepting the communication responsibility begins with the question, "What can I do to make it easier to communicate?"
- Deaf and hard of hearing people use many ways to communicate; each deaf or hard of hearing person has a preference that is determined by the situation.

- General Communication Strategies:

- Get the deaf/hard of hearing person's attention before speaking.
- State the topic of discussion to help follow the conversation.
- Speak slowly and clearly, but do not yell or exaggerate.
- Look directly at the deaf/hard of hearing person when speaking.
- Do not place anything in or over your mouth when speaking.
- Maintain eye contact with deaf/hard of hearing person.
- When speaking, avoid standing in front of a light source.
- Use open-ended questions that must be answered by more than "yes" or "no" in order to make sure your message is understood.
- Be courteous to the deaf/hard of hearing person during a conversation.
- First repeat, and then try to rephrase the statement when the deaf/hard of hearing person does not understand you.
- Use pantomime, body language, and facial expression to help communication.
- Choose an environment that is conducive to communication – one that is quiet and not visually distracting.
- Take time to communicate; try not to appear impatient, rushed, etc.

Services and Technologies Available to Bridge the Communication Gap:

- TTYs or TDDs
- Telecommunication Relay Service (Free Service)
- Interpreters (Sign Language, Oral, Tactile)
- Signaling Devices – Flashing Light Systems
- Visual Smoke Alarms
- Alpha-Numeric Pagers
- Two-Way Pagers (Wireless Email)
- Closed and Open Captioning
- Computer Assisted

• Tips for Career Counselors Working with Deaf or Hard of Hearing Students:

- Contact and work closely with your school's disability services office.
- Have at least one TTY machine at the career-counseling center. Train all staff on its usage and TTY etiquette. Provide periodic training reviews.
- Encourage students to facilitate requests for interpreters or captioners in a timely manner.
- Coordinate appropriate accommodations, including interpreting and captioning services, for all career center activities including job fairs, on-campus and off-campus employer interviews.
- Encourage employers to hire deaf and hard of hearing applicants. Provide positive input, resource materials, videos and in-service training. Explain low-cost or no-cost accommodations and tax credit incentives. Develop an employer recognition program.

Ordering Information:

To order copies of this video, please complete the form below and send a check or money order in the amount of \$10.00, for copying and shipping, payable to: Special Resource Center, El Camino College.

Southern California Outreach Center/WROCC
Special Resource Center
El Camino College
16007 Crenshaw Blvd.
Torrance, CA 90506

Enclosed is \$_____ for _____ copies of the video, "Excellence in Career Counseling: Improving Services to Students who are Deaf or Hard of Hearing."

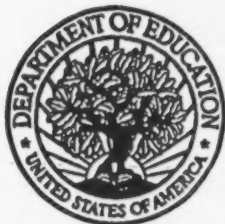
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